



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**AT&T Communications of Illinois, Inc.**  
**for quarter ending March 31, 2011**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.20	2.40	3.00	2.53
B. Operator Answer Time - Information [730.510(a)(1)]	8.56	8.19	8.97	8.57
C. Repair Office Answer Time [730.510(b)(1)]	88.16 *	69.17 *	24.88	60.74 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	60.85 *	31.11	68.26 *	53.41
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	88.00% *	96.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	91.67% *	78.72% *	86.54% *	85.64% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.07	0.09	0.11	0.09
H. Percent Repeat Trouble Reports [730.545(c)]	1.59%	3.70%	2.83%	2.71%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

C- 62s avg for 1Q. D represents ntl/multi-state rsults, met for the entire qtr. F rsults as per PA 096-0927. E rsults missed in Mar by 2%, met for the qtr. F rsults missed by 1 trouble in Jan, 8 in Feb, & 4 in Mar. Rsults for Item I not available.



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